



TECHNOLOGY AREA TEMPLATE

DEFINITION

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| <i>Name</i> | Customer Profiles (Clients – Companies and Individuals) |
| <i>Description</i> | <p>Information that is stored about customers/individuals that have interactions with the State of Missouri.</p> <p>Examples of fields include: identification number, name, gender, employment status, address, and phone number.</p> <p>Data collected by the Division of Employment Security and driver's license information are examples of customer profiles.</p> |
| <i>Rationale</i> | A customer profile may contain confidential information. This should be taken into consideration when handling/using customer profiles. Profiles may be used by network operating systems as well as by application software. |
| <i>Benefits</i> | A public that is more comfortable with the State having their profile information stored electronically. This lends itself to creating an e-government system that will be more responsive to the needs of the customer. |

ASSOCIATED ARCHITECTURE LEVELS

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|------------------------------------|----------|
| <i>Specify the Domain Name</i> | Privacy |
| <i>Specify the Discipline Name</i> | Profiles |

KEYWORDS

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| <i>List Keywords</i> | Customer, Profile, Identity, Collection, Clients, e-business |
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ASSOCIATED COMPLIANCE COMPONENTS

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| <i>List the Compliance Component Names</i> | Customer Profiles Identity Manager |
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ASSOCIATED PRODUCT COMPONENTS

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| <i>List the Product Component Names</i> | |
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CURRENT STATUS

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| <i>Provide the Current Status</i> | <input type="checkbox"/> In Development <input type="checkbox"/> Under Review <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Rejected |
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AUDIT TRAIL

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|-----------------------------|----------|---------------------------------|----------|
| <i>Creation Date</i> | 09/13/04 | <i>Date Approved / Rejected</i> | 10/12/04 |
| <i>Reason for Rejection</i> | | | |
| <i>Last Date Reviewed</i> | | <i>Last Date Updated</i> | |
| <i>Reason for Update</i> | | | |